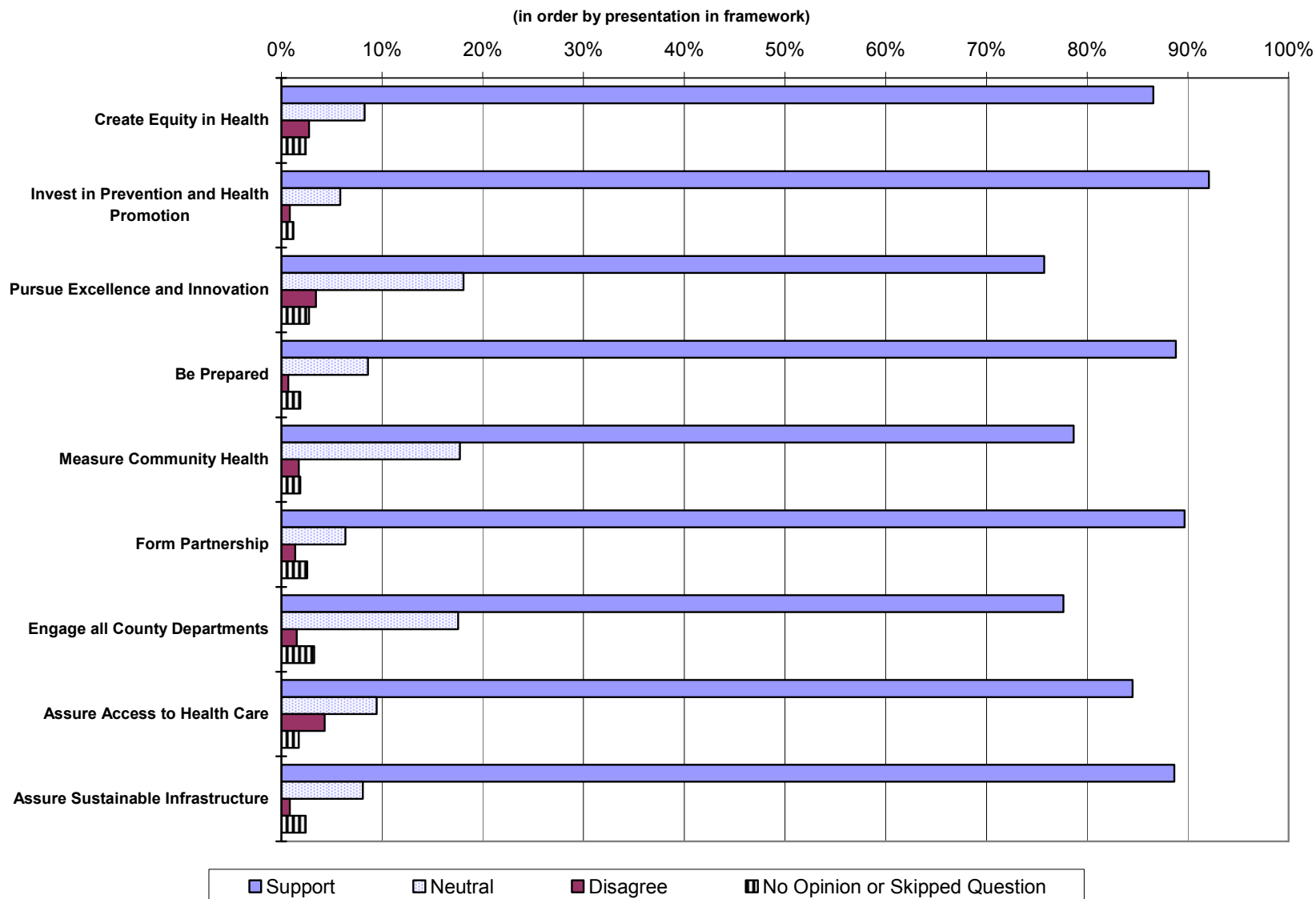


Q4: The draft policies contain guiding principles for King County government. Please indicate if you agree, disagree, are neutral, or have no opinion. Survey total = 581



PHOMP Stakeholder Summary
Comments received on the Guiding Principles – On-line Stakeholder Input

Question Background and Response Data

Question 5: Please provide us any additional comments/thoughts regarding the guiding principles. At a minimum, for those guiding principles that are checked with "disagree"; please indicate why you disagree and suggest changes that would make the statement acceptable.

166 respondents provided feedback on one or more of the guiding principles.
415 respondents skipped this question.

581 Total respondents to the survey

The total comments below do not equal 166 responses as some respondents gave feedback on more than one guiding principles, those comments have been separated and sorted to provide input to the specific guiding principle. In addition, a few respondents gave feedback on the guiding principles in another response, where appropriate, those comments have been reflected in this section as well.

This survey is not statistically valid as it was targeted to a specific public health population (750+ partners) and all public health employees.

Note: Comments are as written with the exception for correction for spelling.

The information given will provide input and feedback for the steering committee to consider. As a note, since the vast majority of respondents supported the guiding principles, the comments reflected in this document, are to point out the differing or disagreeing viewpoints.

OVERALL AND GENERAL FEEDBACK ON THE GUIDING PRINCIPLES:

Many comments received on this question did not specifically address a guiding principle, but were generic in structure or provided overall comments.

There were:

- ✓ *3 comments on the guiding principles.*
 - *Redundancy within the guiding principles*

“I disagree with the statements on excellence, preparedness, and measurement. While I agree that these principles are important, I don't believe that they should guide the future of public health. When there are people who are dying of treatable diseases because they lack access to a health care system, it doesn't matter how excellent the public health system is or how prepared we are for a disaster that may or may not happen or how these people will figure into our statistics. I think that when public health is truly guided by the issue of equity and sustainability, these other principles will follow.”

“Some policies also appear to be reiterations of other policies. These policies might be eliminated or merged with other policies. For instance, 'Pursue Excellence and Innovation' could probably be achieved through the policy to 'Measure Community Health'. 'Engage all County Departments' is covered through 'Form Partnerships'. 'Assure Access to Health Care' is covered through 'Create Equity in Health', or visa versa. 'Assure Sustainable Infrastructure' is essentially covered through the accomplishment of the other principles. For these reasons, policies that might be deleted were marked as neutral because they are not disagreeable as much as redundant with other policies.”

- ✓ *17 comments referring for a need for greater funding (examples given):*

“Seek additional sources of funding. All of these guiding principles depend on adequate funding of Public Health.”

“I think you have outlined goals which cover the highest needs. I think your funding challenges undermine every goal you are trying to achieve. The work the SKCDPH has done in the past has been exemplary - I expect you will figure out how to continue - even with resource limitations.”

- ✓ *39 comments provided general public health comment or comments that would be helpful in setting priorities in Phase II of the OMP.*

Staff will continue to review, analyze, and summarize these comments for the PHOMP Steering Committee.

CREATE EQUITY IN HEALTH

Guideline as written for stakeholder input:

Create Equity in Health: It is a pre-eminent goal of King County to eliminate preventable differences in health among different population groups. Compelling evidence shows higher rates of health problems based on race, income, ethnicity, immigrant/refugee status, gender, sexual orientation, gender identity, health insurance status, neighborhood, and level of education when compared to the rest of the county. These health disparities have been persistent and have been increasing in King County.¹ The problems identified by these data demand priority attention and a long-term commitment to creating and sustaining systems that support health for all.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ 4 comments reflected concern with the words “pre-eminent”.

“Creating Equity in Health - I'd agree with this principle if the word 'pre-eminent' were removed. I'm concerned that this may limit prioritization of big gain opportunities over the goal of a consistent median point.”

- ✓ 1 comment suggested adding “cognitive and physical impairments”.

“In your definition of health disparities and those at risk for not receiving good healthcare, I would include persons with cognitive and physical impairments.”

- ✓ Commenters reflected the need to not reduce everyone to a lower health status, but to raise all to optimum health.

“Creating Equity in Health -- reduce or eliminate health inequalities by raising up those groups experiencing poorer health to the same or higher health status than the groups experiencing the best health. Not that everyone would achieve some 'middle.’”

- ✓ Commenters reflected a message that solving health inequities is overwhelming.

“Create equity in health - Equity in health is too ambiguous. The definition will be forever expanding and never obtained while the cost will skyrocket. Equity in Basic Health, with a firm definition of what that entails would be a more obtainable goal. Assure access to health care - Same issue as Equity, a decision needs to be made, which maybe a tough decision, as to what are the Basic Health Needs that should have universal access, not total access left open to interest group manipulation over time. The dollars required will end up defeating the entire system.”

“I don't believe King County or Public Health can successfully take on the responsibility for ensuring universal access or zero health disparities. It will distract too much from other work where the County can have more impact. I think considering the health consequences of all services is theoretically a nice idea, but impractical.”

¹ The Health of King County, 2006 (<http://www.metrokc.gov/HEALTH/hokc/ppt/index.htm>)

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 87% (503)

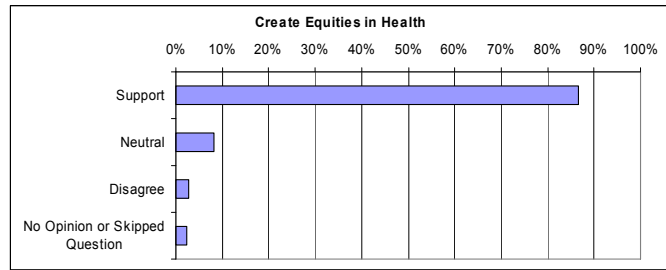
Neutral: 8% (48)

Disagree: 3% (16)

No Opinion or skipped: 2% (14)

Total comments given directly related: 17

Total respondents to the survey: 581



INVEST IN PREVENTION AND HEALTH PROMOTION:

Guideline as written for stakeholder input:

Invest in Prevention and Health Promotion: King County values prevention of poor health conditions as the most cost-effective avenue to achieving optimum health. King County will invest in prevention and health promotion strategies, recognizing that preventing ill health is ethically and financially preferable to treating avoidable conditions.

Staff Summary of responses providing a differing or disagree perspective:

✓ *Commenters reflected a value to include a broader population focus.*

“I think the guiding principle above 'invest in prevention and health promotion' is too narrow/disease and individual health behavior focused---and needs to be widened to true health promotion---health and community focused. “

“more emphasis on prevention and child health. We must have / create an environment in which all living things (particularly children) can reach and maintain their potential.”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 92% (535)

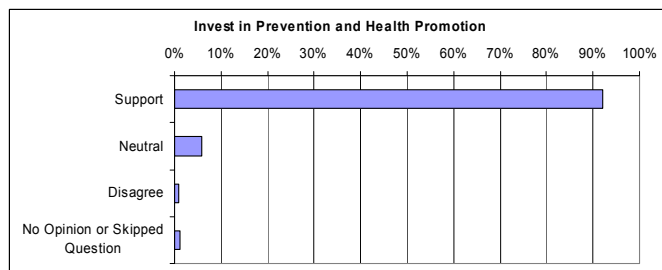
Neutral: 6% (34)

Disagree: 1% (5)

No Opinion or skipped: 1% (7)

Total comments given directly related: 9

Total respondents to the survey: 581



PURSUE EXCELLENCE AND INNOVATION

Guideline as written for stakeholder input:

Pursue Excellence and Innovation: The County intends that its health department be a recognized national leader in pursuing best practices and innovation in local public health practice. To fulfill its responsibilities for public health within its resource limitations, the County assures that its health department has the resources to support an organizational structure with strong leadership, a well trained and prepared workforce, sufficient service capacity and the modern information systems required.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *Even though the “support” percentage was less than 80%, this guideline had one of the highest “neutral” responses at 18%. (The other two which had similar neutral responses were Measure Community Health and Engage All County Departments.)*
- ✓ *7 of the 13 respondents addressed focusing on providing best possible service without the need of being a national leader.*

“King County Public Health should strive to serve its citizens in the best way possible, without focusing on being a national leader.”

“Excellence is service delivery to our local communities and citizens does not need to be driven by a goal to be a national leader. The application of best and evidence based practice will be sufficient. At a time when our resources are declining putting effort and resources into developing and maintaining national exposure and reputation are not warranted. I suggest retaining the part of this goal that speaks to excellence and drop the emphasis on being a national leader.”

- ✓ *1 comment proposed to add research into the framework.*

“Public Health needs to be involved in research. I suggest including the words research and pilot programs' as part of the description under the guiding principle of 'Pursue Excellence and Innovation', and to broaden the sentence mentioned above.”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 76% (440)

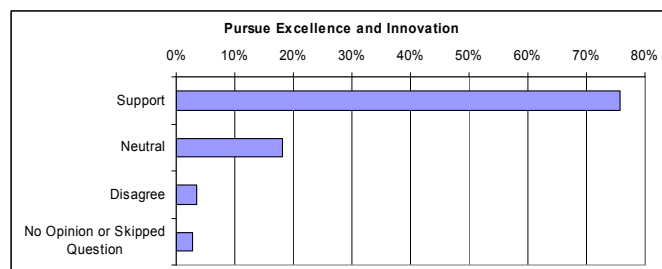
Neutral: 18% (105)

Disagree: 3% (20)

No Opinion or skipped: 3% (16)

Total comments given directly related: 13

Total respondents to the survey: 581



BE PREPARED

Guideline as written for stakeholder input:

Be Prepared: It is a fundamental responsibility of government to rapidly and effectively respond to health threats and emergencies. The County is committed to building and maintaining the capacity to respond before emergencies occur by developing response plans and responding vigorously when emergencies occur. The public health department should maintain a highly trained workforce that can be rapidly deployed to respond to both large and small health emergencies. Collaboration with all partners, including private sector, other government organizations and key individuals, is essential.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *5 of the 8 comments reflected a need for a balanced approach to preparedness, noting that there is concern with dollars being diverted from existing programs to emergency preparedness.*

“Preparedness: although I think it is important to be prepared for emergencies I hate to see monies that could be allocated for basic health care for those in need used to prepare for something that may never happen. There needs to be some balance there.”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 89% (516)

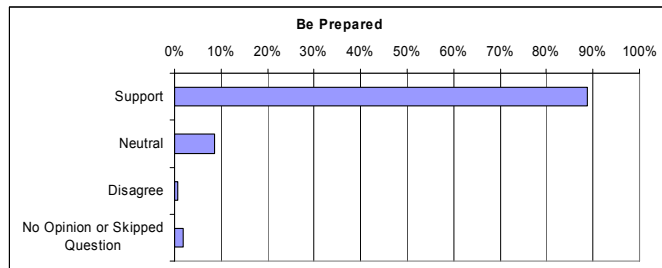
Neutral: 8% (50)

Disagree: 1% (4)

No Opinion or skipped: 2% (11)

Total comments given directly related: 8

Total respondents to the survey: 581



MEASURE COMMUNITY HEALTH

Guideline as written for stakeholder input:

Measure Community Health: Another primary responsibility of government is the regular measurement of the health of people and communities. The County's ability in tracking health status and identifying emerging health problems is essential for the response of the health department as well as of the public health and health care systems as a whole. King County is committed to the regular assessment of health needs to help inform and support appropriate responses as conditions among the population change.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *Even though the "support" percentage was less than 80%, this guideline had one of the highest "neutral" responses at 18%. (The other two which had similar neutral responses were Engage All County Departments, and Pursue Excellence and Innovation.)*
- ✓ *Overall comments that were provided supported the concept of measurement of the community but expansion to include more community and culture competency.*

"These should include dissemination of 'health status' and other finding back to the community."

"While I support the guiding principal, it would be nice to include the community when possible. Especially when you're measuring community health. Any form of measurements or research (if done in a community of color) should include the community from the beginning of the research design or project in order for it to be culturally appropriate."

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 79% (457)

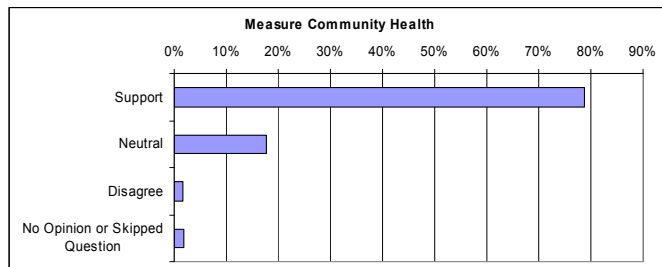
Neutral: 18% (103)

Disagree: 2% (10)

No Opinion or skipped: 2% (11)

Total comments given directly related: 9

Total respondents to the survey: 581



FORM PARTNERHIPS

Guideline as written for stakeholder input:

Form Partnerships: A strong public health system must include partnerships with a wide variety of organizations because health is highly dependent on a range of factors, including the environment, economics, transportation, air quality, education, built environment, and health care, among others. Partnerships needed to address these factors must include those not traditionally thought of as having direct health-related missions.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *Most responses felt that partnerships are positive and important, those that disagreed reflected a need to be more inclusive.*

“Partnerships should include the people we are serving. We need to meet people where they are by understanding them and their lifestyles. We need to seek stakeholder participation in trying to decide what is best for that population.”

“Public Health Seattle King County also needs to be a good partner in the state (and with the state) - start with Puget Sound neighbors and expand beyond that geography.”

“I agree with all those points. I also believe it’s really important for Public Health to have a good working relationship with city of Seattle, federal government and the state so they all can work together on this global issue!”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 90% (521)

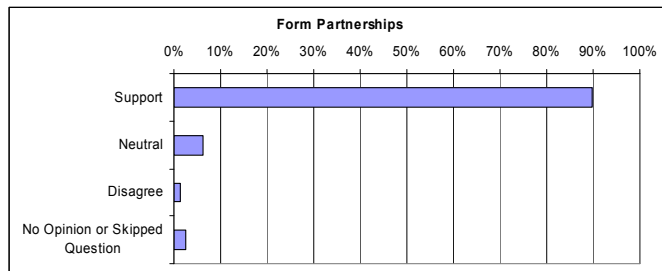
Neutral: 6% (37)

Disagree: 1% (8)

No Opinion or skipped: 3% (15)

Total comments given directly related: 10

Total respondents to the survey: 581



ENGAGE ALL COUNTY DEPARTMENTS

Guideline as written for stakeholder input:

Engage all County Departments: Because many of the services provided by King County government can affect health, the County must consider health consequences from all its services. In addition to public health, services such as transportation, public works, criminal justice, animal control, land use and human services must be considered in the context of this framework. The County will also consider incorporating a health focus into other County policies, such as its Comprehensive Plan.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *Even though the “support” percentage was less than 80%, this guideline had one of the highest “neutral” responses at 18%. (The other two which had similar neutral responses were Measure Community Health and Pursue Excellence and Innovation.)*
- ✓ *General comments reflected a concern over inclusion of non-County entities.*

“Engage all County departments' should be expanded to include all local governments. King County can't do it alone -- we need very close partnerships across the City of Seattle, suburban cities, school districts, housing authorities, and the myriad other public entities in the region”

“ view engaging all county departments as a means of carrying out and living by guiding principles, not as principle per se. More such cross-departmental work is certainly needed, but it seems quite 'internal' to call out as an overall guiding principle. Also, nothing is said about partnership with the many cities of King County - ?”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 78% (451)

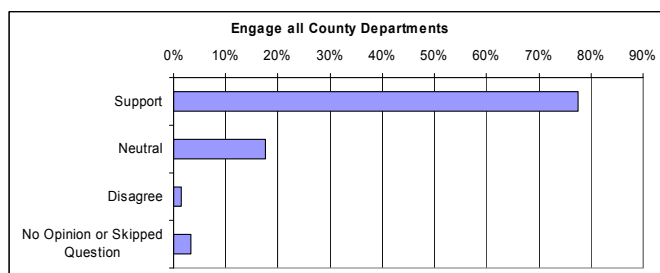
Neutral: 18% (102)

Disagree: 2% (9)

No Opinion or skipped: 3% (19)

Total comments given directly related: 7

Total respondents to the survey: 581



ASSURE ACCESS TO HEALTH CARE

Guideline as written for stakeholder input:

Assure Access to Health Care: The government's role in personal health care services is to help assure access to high quality health care for all populations. Assurance can be realized by directly providing the services and/or by forming partnerships with service providers. The County will actively develop partnerships with other providers of primary medical care, specialty care, mental health, dental and hospital services to create and sustain the greatest possible access to high quality culturally competent health care. The County will also advocate for access to health care for all.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *This area received the largest comments directly to the guideline*
- ✓ *Several comments voiced viewpoints on the clinic closures*
- ✓ *14 comments reflected a negative position to the county providing primary care*

"Assure Access to Health Care - I actually agree that a guiding principle should be to Assure Access to Health Care. However, I believe PHD over emphasizes the direct provision of primary care services and the statement, as written, encourages/allows this practice to continue. Statement should be re-written to emphasize the policy/planning aspects of assurance and minimize direct service provision aspect and limit PHD provision to areas where it is able to address uniquely."

- ✓ *A set of comments focused on which level of government should be providing service, role of private entities, and need for advocacy.*

"After reading the full text of the guiding principles, I am concerned that assuring access to health care will be sought primarily through community partnerships, rather than providing direct services ourselves. While I am not a provider or clinic staff person, my observation has been that other health care organizations don't adequately meet the need. For one example of many, Planned Parenthood (while getting federal funds to serve low-income clients) turns away clients that our department continues to serve. In sum, I think that assuring access to health care through partnerships is too weak a guideline."

"The 'Assure Access to Health Care' is a little misleading as to which level of government is responsible. I don't think local government is primarily responsible for creating an environment of access to health care. KC should participate with the State of Washington leading that effort."

"Personal health care is not the government's role. It is the government's fundamental role to be ready to respond to emergencies, but that does not include public health care. Health care is personal, not a core responsibility of government to ensure everyone person has it. It is a private sector issue, not the role of government to 'take care' of us."

“Within the realm of primary health care services, we are well aware of the demographic trends and financial pressures identified in the OMP’s environmental scan. Among our six community health centers, we have seen a 12 percent increase in the number of uninsured medical patients over the past five years. Given that we see 115,000 medical patients per year – seven times the volume seen by the public health clinics – we feel this trend very acutely. Moreover, the draft OMP policy framework affirms that the government’s role in assuring access to health care “can be realized by directly providing the services and/or by forming partnership with service providers.” We note that in the most recent survey by the National Association of County and City Health Departments, 14 percent of health departments provide primary health care services directly, while 73 percent invest in such services through nongovernmental community partners. We furthermore understand that the long-term sustainability of the system must include investments by other levels of government. It is clearly important to craft a sustainable, effective mix of services and roles between the health department, its community health care partners, and other government entities. We know this is not a simple task, but the OMP process offers an excellent opportunity to tackle it thoughtfully and collaboratively.”

- ✓ *A few comments voice opinions on which population government should serve. (This might be more aptly addressed through Phase II discussions)*

“I do not feel it is King County's responsibility to assure access for personal health care to all. Yes, we must assure high quality health care to the public that we serve. We need to require income verification on all programs offered by King County. Not all the population is without insurance. Many do not chose to use their private insurance provided through their employer as they may have a co-pay. Thus many are using Public Health services and do not fit into the guidelines. This also includes pharmacy items that are covered with a copay by employer provided insurance. Also, the household income guidelines should include both working adults income regardless of whether they are married or not. It is not the responsibility of the County to take care of all populations.”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 85% (491)

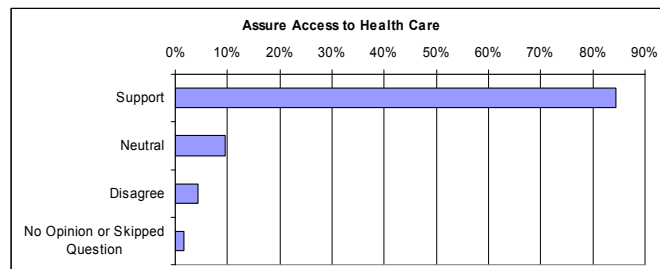
Neutral: 9% (55)

Disagree: 4% (25)

No Opinion or skipped: 2% (10)

Total comments given directly related: 35

Total respondents to the survey: 581



ASSURE SUSTAINABLE INFRASTRUCTURE

Guideline as written for stakeholder input:

Assure Sustainable Infrastructure: King County will assure a sustainable public health infrastructure and appropriately flexible resources to meet changing needs for essential public health services. The public health infrastructure must include a dynamic organizational structure, capacity and management practices of PHSKC. Best practices will guide the department's management practices to achieve operational efficiency, fiscal accountability, and program effectiveness.

Staff Summary of responses providing a differing or disagree perspective:

- ✓ *Commenters reflected a proposal to include system infrastructure (beyond the public health department) and noting the needs for workforce development and information technology*

“Workforce development needs to also be part of the guiding principles to really be a national leader.”

“It's essential to assure a solid and sustainable public health infrastructure that is independent of 'disease du jour' (BT, pandemic flu etc).”

“Second, we are pleased to see a commitment to the sustainability of the public health infrastructure, and not just the activities pursued directly by the health department.....”

“There should be a bigger emphasis on the IT infrastructure that is needed to support the goals above. It should also focus on how it can use IT to improve the administrative systems considerably (automate the systems and integrate database compatibility) with its eye to streamlining its systems and personnel needed to administer improved operations.”

Survey Data from Question 4: (Not statistically valid, rounded to the nearest percent, actual count in parentheses)

Support: 89% (515)

Neutral: 8% (47)

Disagree: 1% (5)

No Opinion or skipped: 2% (14)

Total comments given directly related: 5

Total respondents to the survey: 581

